



## **Job Opening: Program Manager**

Do you love local food? Do you want to help entrepreneurs grow their business? This job is for you. The Program Manager is responsible for the day-to-day operations of Fort Wayne's elite Shared Kitchen, CookSpring, which regularly serves 20+ entrepreneurs in Northeast Indiana.

The CookSpring Shared Kitchen at The Summit in Fort Wayne, Indiana, is a 4800 square foot commercial / commissary kitchen for rent to culinary entrepreneurs. Our mission is to operate this shared kitchen as a springboard for culinary entrepreneurs to launch their businesses and eventually grow into 46807 and the city of Fort Wayne.

The Shared Kitchen is open 24 hours a day, 7 days a week and is available hourly through affordable monthly memberships. We do not require long-term contracts and have helped launch successful culinary businesses throughout Fort Wayne!

## **Required Skills and Experience:**

- High School Diploma or General Education Degree (GED) desired
- 3-5 years of relevant experience in kitchen management, production / processing, culinary training, and/or food business management desired
- ServSafe Food Manager or equivalent certification
- Program management or teaching experience
- Ability to multitask, prioritize activities, and work independently
- Uphold account and financial information with confidentiality
- Self-motivated, strong communication skills, and able to collaborate in a team
- Computer literate and able to master new software quickly
- Microsoft Office Suite experience with emphasis on Word, Excel, and Outlook
- Motivated by new challenges
- Physical requirements include: lifting (less than or equal to 50 lbs.), carrying, squatting, bending, and physical activity may be required
- Schedule flexibility is a must, some evening, night, or weekend hours may be required as events or issues arise



**Primary Responsibilities:**

- Manage monthly expenses efficiently, manage and maintain supplier relationships
- Ability to communicate effectively, willingness to enforce policies
- Manage, resolve, and respond to member inquiries and complaints
- Maintain inventory of cleaning products, chemicals, and paper goods
- Maintain and cultivate an email list of customers and industry professionals
- Conduct member meetings, tours with prospects, and meet with industry peers
- Follow-up and manage billing practices, delinquent accounts, and handle members with non or late payment
- Exhibit team cohesiveness, fairness in all aspects of member management
- Manage the prospective member process from inquiry through onboarding
- Knowledge of commercial kitchen equipment and able to troubleshoot problems
- Reporting of CookSpring activities, progress, memberships, kitchen usage, and general reports that may be requested by leadership or ownership

Interested candidates should submit an introduction with a resume to Troy Tiernon at [ttiernon@cookspringfw.com](mailto:ttiernon@cookspringfw.com). We look forward to meeting you!